



FAQs

Answers to your questions about Courtesy Pay overdraft protection

A change is coming to your CCF checking account that will affect how you're able to use your debit card in certain instances. Your account currently has a feature called Courtesy Pay overdraft coverage. This feature allows one-time debit card purchases and ATM transactions to be approved even when there isn't enough money in your account at the moment.

Recently, the Federal Reserve established new rules (effective August 15th, 2010) that limit our ability to provide this service for one time debit card transactions and ATM transactions without a your prior consent. This means you will need to opt in to our courtesy pay service if you want coverage from CCF. Checks, ACH debits and recurring debit card transactions are not included in this opt-in process, and CCF will continue to cover these items.

We know that many members appreciate the peace of mind provided by CCF Courtesy Pay for covering their transactions. We also understand that some members would prefer that everyday, one-time debit card transactions and ATM transactions be declined rather than overdraw their account. Offering the option of opting in to overdraft services allows us to serve the needs of all our members.

As of August 15, 2010, Courtesy Pay will be disabled for one-time debit card purchases and ATM transactions unless you tell us that you want to continue it. Below you'll find some answers to frequently asked questions about this feature.

1. What is Courtesy Pay overdraft protection?

The Courtesy Pay overdraft protection you currently have on your checking account allows us to cover your insufficient funds items on one-time debit card purchases, ATM withdrawals, checks and ACH transactions, up to your approved limit.

As of 8/15/2010, you must opt-in to have Courtesy Pay for one-time debit card purchases and ATM withdrawals. We must decline these transactions if you do not opt-in.

Your recurring debit card purchases (such as monthly gym memberships), checks, and ACH transactions will continue to be covered by Courtesy Pay and will be charged a fee if we pay these transactions when they overdraw your account.

You may opt out of Courtesy Pay at any time by asking us to remove the service from your account.

2. Why does CCF pay overdrafts on ATM and everyday debit card transactions?

CCF pays overdrafts because members often are willing to pay a fee to have important payments made even if they don't have enough money in their account, in order to avoid the inconvenience, additional merchant fees, and embarrassment. Many members want their ATM and other debit card transactions paid in order to avoid embarrassment or to help them in an emergency or to get through a temporary cash-flow problem.

3. Why should I opt in for Courtesy Pay on everyday debit card transactions and ATM withdrawals?*

Courtesy Pay is a service we provide that could approve a transaction, even if you don't have enough money in your account at that moment. Many of our members appreciate the ability to overdraw in certain instances, instead of having their debit card purchase declined at the store register. When you need to buy something or get cash immediately, having the overdraft service means that we will consider approving those transactions when you don't have the money in your account.



4. How do I opt in to keep my Courtesy Pay overdraft protection working as it does now?

You may opt in by calling our 24/7 call center at 1-800-777-6728, stop by any branch visit our web site at ccfinancial.com or opt-in via NA24.

5. If I have another form of overdraft protection set up for my checking account, do I still need Courtesy Pay overdraft protection?

We will first attempt to clear the transaction by using other overdraft protection you may have set up, including transferring any available funds from your:

- Savings account
- CCF Visa Card
- Line of credit

Depending on how the overdraft protection is set up, you may choose your savings account or your line of credit to cover the overdraft. If there are no funds available in any of these overdraft protection options, your one-time debit card purchases and ATM transactions will be denied. That's where Courtesy Pay overdraft coverage can help. It will allow your debit card to keep working and temporarily take your account negative, which can be very helpful when you are facing an unexpected emergency.

6. Are there fees?

There is no charge if you don't use our Courtesy Pay service. But you will be charged a \$30 fee for each item that brings your account balance to a negative status. Again, there are not any fees if you do not use the service.

7. If I sign up for Courtesy Pay overdraft protection, will my debit card charges always go through?

No. Whether or not a transaction will be paid is discretionary and we reserve the right not to pay. Of course, most overdrafts are paid, but there may be circumstances when CCF will choose not to pay overdrafts.

8. How much time do I have to cover an overdraft paid by Courtesy Pay?

You have up to 30 days to cover the overdraft, either through a direct deposit, transfer of funds or a deposit at one of our branches, shared branches, or at an ATM.

9. If I don't "opt-in" for Courtesy Pay overdraft protection, when will you stop covering my ATM withdrawals and one-time debit card purchases?

If we do not receive an opt-in authorization from you, we will stop paying your one-time debit card purchases and ATM/ POS transactions beginning 8/15/2010.

10. What about my automatic debit card payments that I've set up with a merchant?

Debit card purchases that are set up to bill automatically (like a gym membership) may continue to be authorized at our discretion even though you do not sign up for Courtesy Pay overdraft protection. If this type of recurring debit card transaction overdraws your account and we pay the overdraft, and a fee will be assessed.



11. What does Courtesy Pay overdraft protection cover?

Courtesy Pay overdraft protection may cover the following types of transactions:

- Checks
- ACH transactions
- One-time debit card transactions made in person, by telephone, or online*
- ATM*
- Point of sale transactions*

*After August 15, 2010 these types of overdraft coverage will require you to opt in.

12. What if I decide I don't want Courtesy Pay overdraft protection?

We're happy to talk with you about other options for managing your account. Call 1-800-777-6728 and if you're certain you don't want your debit card overdrafts authorized when you don't have sufficient funds in your account, we can remove this service. But try to talk with us before 8/15/2010 so that you can keep your account working as conveniently as it does now.

13. What if I change my mind and opt to have Courtesy Pay overdraft protection for my account?

You can call us at 1-800-777-6728 or visit us online at ccfinancial.com and tell us that you want to opt-in. Once we've sent you a confirmation of your request your Courtesy Pay service will be re-instated.

14. Can I opt in by phone to keep my Courtesy Pay coverage?

Yes, you can easily opt in by calling our 24/7 Call Center at 800-777-6728. It is available 24 hours a day, seven days a week.

15. What if I overdraft and haven't opted in for Courtesy Pay for one-time debit card and ATM transactions?

In that event, CCF will most likely decline the transaction.

For some members, having CCF cover certain debit card or ATM transactions is an important service – perhaps as a safeguard for an emergency situation or for an unavoidable everyday expense. In the event that you're ever caught in a jam, it may even be your best option until you're able to deposit more funds.

Utilizing such services as Courtesy Pay or Overdraft Protection to cover those debit card or ATM transactions is one way your account may be covered in the event that any of these real-world examples happen to you. And considering the alternative, it's best to have coverage and never need it than to be caught without it, because we can't help with these services unless you opt in ahead of time.

16. How do I opt in to keep my Courtesy Pay overdraft protection?

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